



“Without the facilities provided by the LRC it would be impossible for the postgraduate financial services students to undertake their university studies. Access to state-of-the-art databases and technology has been invaluable to such students over the years.”

Dr Kenneth Dyson
Department of Business, Retail, and
Financial Services
Ulster Business School

Teaching / Study space

Lecture theatres, teaching and Group Study rooms have been equipped with IT and data projection facilities.

Student Print

Students have access to a high quality, high speed, mono and colour laser printing service available in all SITL and LRC areas.

Wireless

The University provides web and email access for laptop users via our wireless service. Further information, including details of WiFi-supported areas and online documentation, is available from our website at:

www.ulster.ac.uk/wireless

Support

An online help facility is available giving students access to tutorials and handouts on a wide range of IT topics. If personal assistance is required they can contact support staff at the LRC Issue Desk. The ISD Service Desk can also be contacted via telephone or email.

Telephone: 028 90366777

Email: servicedesk@ulster.ac.uk

Web: www.ulster.ac.uk/isd/itus/

Information Services

ICT Customer Services



Student IT Facilities

ICT Customer Services provides modern teaching and learning facilities to support students. The portfolio of services includes:

- **Learning Resource Centres (LRCs)**
- **Student IT Laboratories (SITL)**
- **IT enabled Lecture Theatres, teaching rooms and Group Study rooms**
- **Student Print Services**
- **Wireless Access**

Learning Resource Centres (LRCs)

Major investment has transformed our traditional Library environments. Modern IT workstations now sit alongside our comprehensive library resources. We also provide several hundred reading spaces and quiet areas which have power outlets for portable devices and wireless access.

Student IT Laboratories (SITL)

The department provides and maintains IT laboratories throughout the University. The personal computers in each laboratory have a Common Desktop Environment (CDE) which includes Office applications, internet browser Portal access, web design and anti-virus software. Additional subject-specific software is available to complement the core set of applications. The desktop has been tailored to provide the best possible environment to students including those with special requirements. Dual boot Macintosh systems are available on our Belfast campus providing both Mac OS and Microsoft environments. The management software deployed ensures a very stable environment with maximum availability.

Access

We promote a policy of IT access for all. ICT Customer Services works very closely with Student Support and various University



committees in order to identify and address IT-related needs relevant to students with special requirements, especially during examinations. Wheelchair users have access to LRCs and all SITL areas. Assistive software has been installed in our SITL and LRC areas. The University has specialist staff within our Student Support department who can discuss your requirements with you.

